

THIS PRINT COVERS CALENDAR ITEM NO.: 12

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Transit

BRIEF DESCRIPTION:

Authorizing the Director of Transportation to issue Request for Proposals (RFP) No. SFMTA-2026-47-LOC to provide Security Services for an initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years.

SUMMARY:

- The SFMTA contracts to receive security guard and related services. Security guards act as a first deterrent to inappropriate activity in Muni facilities, help ensure the safety of SFMTA personnel, protect SFMTA property and the public, and guard against vandalism and other activity that could disrupt transit operations.
- In 2020, the SFMTA entered into Contract No. SFMTA-2018-48 with Universal Protection Service, LP, dba Allied Universal Security Services (Allied), for Unarmed and Armed Guard Security Services. The contract had a three-year base term, with three one-year options to extend for a total of six years, and a total not to exceed amount of \$59,028,401.
- The SFMTA exercised the three option periods, and the Board approved a Fourth Amendment in March 2026 that extended the contract term to March 30, 2027. At the August 4, 2026 meeting, the Board approved a short-term sole-source security services and transition support agreement that may extend to September 30, 2027.
- Under San Francisco Charter Section 9.118, the Board of Supervisors must approve all non-construction contracts expected to exceed \$10 million in expenditures. Under SFMTA policy, the SFMTA Board must approve all RFPs for contracts requiring Board of Supervisors approval.
- Staff seeks Board approval authorizing the Director of Transportation to issue Request for Proposals No. SFMTA-2026-47-LOC to provide Security Services for an initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years.

ENCLOSURES:

1. SFMTAB Resolution
2. Request for Proposals

APPROVALS:

DATE

DIRECTOR 

October 1, 2026

SECRETARY 

October 1, 2026

ASSIGNED SFMTAB CALENDAR DATE: October 6, 2026

PURPOSE

Requesting authorization for the Director of Transportation to issue Request for Proposals (RFP) No. SFMTA-2026-47-LOC to provide Security Services for an initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals:

Goal 4: Make streets safer for everyone.

This action also supports the City's Transit First Policy with the following principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.

DESCRIPTION

The Agency has over 400 facilities throughout the City, including subway stations, vehicle maintenance and storage yards, and service centers. Security guards act as a first deterrent to inappropriate activity in Muni facilities, help ensure the safety of SFMTA personnel, protect SFMTA property and the public, and guard against vandalism and other activity that could disrupt transit operations. The Chief Security Officer oversees all security-related services, with the assistance of a security services contractor who provides personnel for various security-related functions. The scope of services under the existing contract has evolved over time to address changing operational conditions, including the activation of new facilities and stations.

Existing Contract

In December 2019, the SFMTA Board of Directors adopted Resolution No. 191203-151 and Board of Supervisors Resolution 99-20 which approved Contract No. SFMTA-2018-48 with Universal Protection Service, LP, dba Allied Universal Security Services (Allied) to provide armed and unarmed security services. In 2020, the SFMTA entered into Contract No. SFMTA-2018-48 with Allied for Unarmed and Armed Guard Security Services. The contract had a three-year base term, with three one-year options to extend for a total of six years, with a total not to exceed amount of \$59,028,401.

The SFMTA exercised the three option periods, and the Board approved a Fourth Amendment in March 2026 that extended the contract term March 30, 2027. Specifically, in February and March 2026, the SFMTA Board of Directors adopted Resolution No. 260217-010 and the Board of Supervisors adopted Resolution 122-26, which amended Contract No. SFMTA-2018-48 to extend the term of the Agreement by one year and increased the contract amount by \$5,911,925 for a total of \$64,940,326. The contract is set to expire March 30, 2027.

At the August 4, 2026, meeting, the Board approved a short-term sole-source security services and transition support agreement that may extend to September 30, 2027. If the competitive process that will be launched upon approval of RFP No. SFMTA-2026-47-LOC has not been completed by March 30, 2027, the short-term sole-source security services and transition support agreement approved by the Board on August 4, 2026, will go into effect. That agreement has an initial three-month term with the option to renew for an additional three months, with a resulting expiration date of September 30, 2027.

Request for Proposals (RFP)

The RFP seeks proposals that will maintain required security coverage and operational readiness. It also asks proposers to identify opportunities to improve service delivery, operational flexibility, cost control, and accountability. The primary responsibilities of the selected Contractor include Guard Service Delivery, Non-Guard Support Functions, and Supervision, Administration & Management services. The key components of these three primary responsibilities include:

- **Guard Service Delivery**
 - Facility security and access control at transit divisions (unarmed)
 - Subway station and public-facing security support (unarmed)
 - Revenue collection security (armed and unarmed)
 - Emergency, special event and other as needed services
- **Non-Guard Support Functions**
 - Support for the Security Operations Center (located adjacent to the Agency's Transit Management Center), including support for SFMTA and SFPD investigations as required
 - Other non-guard functions, such as badging and credentialing
- **Supervision, Administration & Management:**
 - Providing appropriately trained, equipped, and qualified staff for guard services and all supervision, including scheduling, and relief coverage for employees of the prime contractor and subcontractors
 - Providing all equipment and technology necessary for contractor and subcontractor staff to perform their duties and for supervisors and managers to confirm delivery of services

- Analyzing incident and operations data to inform SFMTA decisions about the allocation of resources in relation to risks
- Ensuring compliance with all laws, rules, regulations, and procedures applicable to the services to be provided under the agreement, including the City's prevailing wage and employee retention requirements
- Providing documentation to support contractor and subcontractor invoices that ensure appropriate use of public funds

The scope of services under this RFP is guided by the following insights and objectives:

- **Operational Flexibility:** Change is a constant at the SFMTA, and we seek a trusted partner who can help us manage changing security needs as our facilities and services evolve. Ensuring that the contract awarded gives the Agency operational flexibility to make adjustments throughout the contract term is a key objective.
- **Modernization:** A key objective of the RFP is to modernize the delivery and management of security services through the strategic use of technology, data-driven performance management, standardized processes, and enhanced accountability. The Contractor shall support the SFMTA's ability to monitor service delivery in real time, identify and address performance issues, optimize staffing and resource allocation, improve reporting and transparency, and adapt security operations to evolving operational needs and risks.
- **Cost Control:** City policy requires security guards to be paid prevailing wages, and many employees also have retention rights if a new vendor is selected. Collective bargaining is currently underway, but the City and the SFMTA are not parties to those negotiations. The Agency anticipates that bargaining will result in labor cost increases. Cost savings may result over time as we exercise the flexibility to deploy services in response to changing needs.
- **Reporting and Documentation:** The Agency seeks standardized, accurate, timely, and technology-enabled reporting and documentation practices that provide the SFMTA with reliable information regarding staffing, service delivery, incidents, performance, compliance, and corrective actions. Reporting systems shall support real-time or near-real-time access to information, trend analysis, performance monitoring, and informed management of security operations.
- **Performance Metrics:** Just as the SFMTA uses key performance indicators to manage the SFMTA's service delivery, the RFP seeks a security contractor who will report to the SFMTA regularly on these metrics:
 - **Required Staffing:** Percentage of scheduled hours worked

- **Patrol Completion:** Percentage of scheduled patrols completed
- **Staff Retention and Continuity:** Turnover rates
- **Contractor-Controlled Technology Availability:** Rate of unplanned outages
- **Billing and Invoice Support:** Timely submission of accurate and complete invoices with required supporting documentation.
- **Operational Analysis and Reporting:** Percentage of required reports submitted accurately and within established timelines, including reports on operational trends, service deficiencies, recommended corrective actions, or suggested alternative deployment strategies or approaches

The RFP provides for possible credits or incentives for high performance in relation to the Performance Metrics and, in some cases, liquidated damages for low performance in relation to the Performance Metrics.

Proposals will be evaluated based on numerous factors, including:

- **Project Approach:** The Proposer's understanding of the SFMTA's operating environment and its ability to deliver compliant, efficient, and coordinated security services
- **Fee Proposal:** The Proposer's Total Average Overhead and Profit Percentage Markup, as well as the net financial benefit of proposed Innovative Service Delivery Approaches and Optional Enhancements
- **Technology:** The practicality of proposed technology solutions, including operational benefits, alignment to service needs, implementation, cost, and compliance considerations
- **Performance Management and Quality Assurance:** The Proposer's performance management and quality assurance approach, including compliance monitoring, Performance Metrics reporting; oversight and corrective action procedures; and continuous improvement practices
- **Firm Qualifications and Experience:** The Prime Contractor and team's overall qualifications, relevant experience, and capabilities

Under San Francisco Charter Section 9.118, the Board of Supervisors must approve all non-construction contracts expected to exceed \$10 million in expenditures. Under SFMTA policy, the SFMTA Board must approve all RFPs for contracts requiring Board of Supervisors approval. If the SFMTA Board approves the RFP, the SFMTA will issue the RFP. After proposals are received and evaluated, a proposed contract will be negotiated with the highest-ranked proposer, submitted to the SFMTA Board for approval, and subsequently, submitted to the Board of Supervisors for approval.

STAKEHOLDER ENGAGEMENT

Security program staff communicate regularly with various stakeholders, including staff in the Security Operations Center, SFMTA employees and customer service groups, as well as SFPD staff. Stakeholder input has informed security coverage decisions over time, including staffing levels and patrol requirements at high-use locations and new facilities such as Central Subway stations.

ALTERNATIVES CONSIDERED

Contracting out Security Guard Services was approved as part of the two-year budget for FY 27-28 under Section 10.104.15 of the San Francisco Charter, which allows City departments to contract for services where such services can be practically performed under private contract at a lesser cost than similar work performed by employees of the City and County, as determined by the Controller and approved annually by the Board of Supervisors.

FUNDING IMPACT

Actual Security Guard Services costs for 2026 are projected to be approximately \$10.5 million. Proposers responding to the Security Services RFP will be informed that the successful proposer will be required to pay prevailing wages and comply with employee retention requirements for the prior contractor's security guard employees, as applicable, including requirements set forth in San Francisco Labor and Employment Code Article 102, including Section 102.11, and Article 109.

ENVIRONMENTAL REVIEW

On July 8, 2026, the SFMTA, under authority delegated by the Planning Department, determined that the RFP for Security Services is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

There are no other approvals required to issue the RFP. After Board approval of the award of a contract, the contract will have to be approved by this Board and the Board of Supervisors under Charter Section 9.118 since it is expected to exceed \$10,000,000.

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The Contract Compliance Office has reviewed the RFP and set an LBE subcontractor participation goal of 20 percent for the resulting contract.

The City Attorney has reviewed this calendar item.

RECOMMENDATION

Staff recommends that the SFMTA Board of Directors authorize the Director of Transportation to issue a Request for Proposals No. SFMTA-2026-47-LOC to provide Security Services for a initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years.

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS**

RESOLUTION No. _____

WHEREAS, Security guards act as a first deterrent to inappropriate activity, help ensure the safety of SFMTA personnel, protect SFMTA property and the public, and guard against vandalism and other activity that could disrupt transit operations; and,

WHEREAS, In 2020, the SFMTA entered into Contract No. SFMTA-2018-48 with Universal Protection Service, LP, dba Allied Universal Security Services for Unarmed and Armed Guard Security Services; and,

WHEREAS, The contract had a three-year base term, with three one-year options to extend for a total of six years, with a total not to exceed amount of \$59,028,401; and,

WHEREAS, The SFMTA exercised the three option periods, and the Board approved a Fourth Amendment in March 2026 that extended the contract term March 30, 2027; and,

WHEREAS, At the August 4, 2026 meeting, the Board approved a short-term sole-source security services and transition support agreement, that may extend to September 30, 2027; and,

WHEREAS, Under San Francisco Charter Section 9.118, the Board of Supervisors must approve all non-construction contracts expected to exceed \$10 million in expenditures, and under SFMTA policy, the SFMTA Board must approve all Requests for Proposals for contracts requiring Board of Supervisors approval; and,

WHEREAS, Staff now seeks Board approval to authorize the Director of Transportation to issue a Request for Proposals No. SFMTA-2026-47-LOC to provide Security Services for an initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years; and,

WHEREAS, On July 8, 2026, the SFMTA, under authority delegated by the Planning Department, determined that the RFP for Security Services is not defined as a "project" under California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(C) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary of the SFMTA Board of Directors, and is incorporated herein by reference; now, therefore be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors authorizes the Director of Transportation to issue a Request for Proposals (RFP) No. SFMTA-2026-47-LOC to procure Security Services for a initial term of three years, with the option to extend the term by two additional years, for a total contract term of five years.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of October 6, 2026.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency